**ARC Peer Tutoring Program**

**Best Practices for Tutoring Online**

**Technology:**

- Be sure your technology is working at least 15 minutes before the start of a tutoring session. This includes making sure you have downloaded all necessary plug-ins and that your microphone/headphones/speaker are all in working order. (If you plan to use a tablet and a stylus, you should make sure those are in working order, too.)
- Headsets with a microphone tend to be the most effective for minimizing background noise.
- Test utilizing Zoom for tutoring before your first actual session. Send a fellow tutor or friend a Zoom meeting request and then work with them to make sure the sound quality and video features are working properly. Test using screen sharing, the chat feature or utilizing a stylus (if applicable.)
- When tutoring online, there is often a lag time of a few seconds before what you (or the tutee) says can be heard by the other party. It may take a few minutes to get used to this but try to be mindful of this (and mention it to the tutee) so you and your tutee are not constantly talking over each other.
- To minimize distraction for you and the tutee and to devote as much internet bandwidth to your Zoom session, please close other programs you have open on your computer and silence any reminders that may “ding” during a session.
- When sharing your screen, be mindful of anything visible on your screen that you do not want a tutee to see (i.e. bank account information, personal emails/photos, etc.) and close those windows or minimize them prior to sharing your screen.

**Tutoring Space:**

- Be mindful of the space in which you are tutoring. Make sure there is a neutral background behind you and that background noise is kept to a minimum.
- Have all your materials that you will need for the session with you before the session begins.
- Beverages are fine to have during a session but refrain from eating during online sessions (as the computer can amplify sounds like chewing).
ARC Peer Tutor Specific Information:

- Please use the Zoom platform for online tutoring appointments. If there is an issue with using this platform, please let Jillian or Jill know what the concern is.
- You should email a Zoom meeting request to your tutee no less than 10 minutes before the start of your session.
- Be on time (or early) for all virtual tutoring sessions.
- If a tutee does not join your Zoom meeting by 10 minutes after the start time, please email the tutee to see if they are experiencing technical difficulties. If you do not get an email response from the tutee nor do they join the Zoom meeting you have set up after 10 additional minutes, you may consider this a no-show.
- Though this is a challenging time, we still ask that you not answer questions from tutees via email or text message. For the student to learn something, there needs to be active engagement. Tutees need to make appointments to receive assistance. As a last resort, a phone session may be acceptable but must be approved by Jillian or Jill first.
- Try to see this as an opportunity to improve the quality of the tutoring services provided by the ARC. For example – it will be much more seamless to share the link to a specific website or journal with a tutee and for them to ensure they received the link in real time.
- If anyone wants to test or troubleshoot Zoom issues/concerns, let Jillian or Jill know and we can set up a time to meet virtually.
- Especially over the next few weeks, please try to be flexible with tutees especially regarding technical issues. If tutees are having technical problems, they should contact Harvard University Information Technology (HUIT) for assistance.
- All the information set forth in the Peer Tutor Handbook regarding professionalism, academic honesty and Title IX still apply if you are tutoring online. Bloom’s taxonomy and the other learning materials also still apply when tutoring online.